INDIANA OFFICE OF TECHNOLOGY

Governor Mitch Daniels
Chief Information Officer Gerry Weaver

IOT Password Reset Quick Reference Guide

Enrollment

To use the Password Reset Program, you must first enroll by answering seven questions that will be used to authorize you when you need to reset your password.

Login Instructions

- Click on the link below or go to Internet Explorer and enter the following into the address bar: http://passwordreset.iot.in.gov.
- In the **agency** drop down, choose your agency or "shared.state.in.us."
- In the **username** box, enter your Windows user name (the username you enter to log on to your computer).
- In the **password** box, enter your Windows password (the password you enter to log on to your computer).
- Click LOGIN or press the Enter key.

The Questions & Your Answers

- You will choose eight questions to verify your identify. Choose carefully and use answers that are simple to say. Avoid answers that are hard to pronounce.
- Examples:
  - If you selected the name of your high school (East High School), do not enter the abbreviation E; instead, type the word "East." During verification you need to answer "East High School" and not "East" or "East High."
  - If you use an acronym, put spaces between each letter, (D N R not DNR)
- After you answer each question, click on **Submit Answer.**

Successful Enrollment - Close your browser when you finish. You will then receive a confirmation e-mail.

> **NOTE:** Enrollment in the Password Reset program does not change your password. When you need to reset your password, use the following instructions.

To Reset Your Password

- Dial (317) 713-0019 or (888) 340-0001.
- You will be asked to spell your user ID. Speak clearly and say each letter clearly.
- You will be asked three of your selected questions to verify your identity.
- If you choose an address question, speak each number individually, such as "seven zero zero" instead of seven hundred.
- If your identity is verified, your account will be unlocked and your password reset.
- Your new password will be seven lower-case characters and one number.

Using Your New Password

You should logon to the network and change your password immediately after the phone call. Your temporary password is only valid for 15 minutes.

If you have problems, please contact IOT Customer Service at 234-HELP (4357) or 800-382-1095.

**To view the complete Password Reset Reference Guide, please visit http://in.gov/iot/pdfs/Password_Reset_User_Guide_0207.pdf.